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International Hardware Warranty

Applicable to all PTZOptics and HuddleCamHD equipment purchased outside of the United States of America on or after 1/1/2020

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Overview

Please note that any questions related to returns, product failures, product availability, or product compatibility should be directed to your preferred distributor or reseller.

PTZOptics and HuddleCamHD offer a limited parts-and-labor warranty for all products manufactured directly by them. Product warranty lengths are detailed in the tables on the following page.

The warranty is valid only if PTZOptics, HuddleCamHD, or one of their authorized distributors receives proper notice of such defects during the period below.

PTZOptics and HuddleCamHD have completed extensive research to ensure that warranty coverage and limitations do not infringe on laws and regulations present within our distribution network. We are committed to staying up to date on global safety, quality, and consumer protections, ensuring you receive the best product and aftercare possible. If you believe any statements, comments, or regulations below infringe on your consumer rights, please contact warranty@ptzoptics.com or warranty@huddlecamhd.com with the warranty material in question.

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Warranty Durations

The warranty durations listed below are divided into our currently Active and Legacy products.
For the purposes of this document, the designation 'XX' in a SKU refers to the color of the unit.

Active Products[1]

Model Type	SKU	Warranty Duration	Additional Notes
PTZOptics Pan Tilt Zoom Cameras	PT12X-SE-XX-G3 PT20X-SE-XX-G3 PT30X-SE-XX-G3 PT12X-4K-XX-G3 PT20X-4K-XX-G3 PT30X-4K-XX-G3 PT12X-LINK-4K-XX PT20X-LINK-4K-XX PT30X-LINK-4K-XX HC20X-SIMPLTRACK3* PT20X-RISE-4K-BK	5 Years	*HC20X-SIMPLTRACK3 is now a PTZOptics-branded product; the new 5-year warranty is valid for both PTZOptics and HuddleCamHD-branded products.
PTZOptics Box Cameras and Webcams	PT12X-STUDIO-SE-XX-G3 PT20X-STUDIO-SE-XX-G3 PT12X-STUDIO-4K-XX-G3 PT20X-STUDIO-4K-XX-G3 PT-WEBCAM-80-v2	5 Years	
Bundled Solutions	PT20XSE-PRODUCER-JOY4 PT12X4K-ACTION-SJOY PT20X4K-PRODUCER-SJOY PT30X-4K-PRODUCER-SJOY	Per Product	Each bundle comprises a number of PTZ or box cameras and 1 control solution. Each product maintains its respective warranties as detailed on this chart.
Control Solutions	PT-JOY-G4 PT-SUPERJOY-G1 HC-JOY-G4	2 Years	
	PT-MINIJOY-G1	3 Years	
Accessories	PT-WIRELESS-POWERLINK	2 Years	
Mounting Solutions	HCM-1-XX, HCM-1C-XX, PT-CM-1-XX, HCM-2-XX, HCM-2C-XX, PT-CM-3-XX, PT-WM-3-XX, PT-PM-3-XX	10 Years	
Cabling Solutions	VISCA-25, VISCA-50, VISCA-75, VISCA-100 DB9M-F-25, DB9M-F-50 DB9M-F-75, DB9M-F-100 HDSDI-25, HDSDI-50 HDSDI-75, HDSDI-100	10 Years	

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Legacy Products

Model Type	SKU	Warranty Duration	Additional Notes
PTZOptics Pan Tilt Zoom Cameras	PT12X-USB-XX-G2 PT20X-USB-XX-G2 PT12X-SDI-XX-G2 PT20X-SDI-XX-G2 PT30X-SDI-XX-G2 PT12X-NDI-XX PT20X-NDI-XX PT30X-NDI-XX	3 or 5 Years	2nd generation PTZOptics cameras purchased before January 1st, 2020 have 3 years of warranty. Any units purchased on or after January 1st, 2020, have a 5-year warranty.
PTZOptics Box Cameras	PTVL-ZCAM PTEPTZ-ZCAM-G2 PT12X-ZCAM PT20X-ZCAM PTVL-NDI-ZCAM PTVL-NDI-ZCAM-G2 PT12X-NDI-ZCAM PT20X-NDI-ZCAM PT-STUDIOPRO	3 or 5 Years	Legacy PTZOptics model numbers may contain “ZCAM” as a historical identifier. “ZCam” is a trademark of Z CAM. Use is for reference only; no affiliation or endorsement is implied. Cameras purchased before January 1st, 2020, have a 3-year warranty. Any units purchased on or after January 1st, 2020, have a 5-year warranty.
HuddleCamHD Pan Tilt Zoom Cameras	HC20X-SIMPLTRACKLITE HC12X-HUDDLEVIEW	3 Years	
	HC20X-SIMPLTRACK2	3 Years	
	HC-SIMPLTRACK-CM HC-SIMPLTRACK-TP	1 Year	
	HC3X-XX-G2 HC10XA-XX HC10X-USB2-XX HC3XA-XX HC10X-720-XX HC10X-USB2-XX HC10X-XX-G3 HC3XW-XX-G2 HC20X-XX-G2 HC30X-XX-G2	2 Years	
HuddleCamHD Conferencing Solutions	HC-HUDDLEPAIR HP-AIR-XX HC-HPAIR2-DUO HP-AIR-BA-BK	3 Years	

Legacy Products Continued

HuddleCamHD Box Cameras and Webcams	HC-MT-4KPRO HC-EPTZ-USB HC-EPTZ-NDI HC-WEBCAM-104-v2 HC-GO-XX	5 Years	
Control Solutions	HC-JOY HC-JOY-G2 HC-JOY-G3 PT-JOY PT-JOY-G2 PT-JOY-G3	2 Years	
Miscellaneous	HC-HUDDLESHARE PT-WC-G1	1 Year	
	PT-BRDCSTR-E PT-BRDCSTR-L PT-BRDCSTR-P PT-BRDCST-JOY PT-BRDCST-WM	1 Year	

[1]PTZOptics and HuddleCamHD do not offer a warranty on spare parts or included peripherals, such as IR remotes, wall/ceiling mount kits, or power supplies.

Please contact PTZOptics or HuddleCamHD if you do not see your product(s) listed.

Special Cases

PTZOptics and HuddleCamHD Branded Applications and Software

Any applications or software provided by or purchased from PTZOptics and HuddleCamHD are provided 'as is' and are not covered under any warranty terms.

All applications and subscription purchases are final and non-refundable, non-returnable, and non-exchangeable under any circumstances.

By downloading, accessing, or otherwise using our software, you acknowledge and agree that you have read, understood, and agree to the specific terms and conditions of the application.
Please refer to the application or software for the most up-to-date information on these terms and conditions.

PTZOptics Beta Firmware

For all intents and purposes, "Beta" firmware is defined as:

> *Firmware that has not yet been publicly released and is still within its final testing period. As such, it may contain bugs, incomplete features, or unexpected behavior(s) that have not yet been identified by our engineering department.*

As part of our ongoing commitment to improvement and to receiving user feedback, PTZOptics offers access to beta firmware via our Discord User Group to test and implement upcoming features for our products before they are widely available.

By opting into our Beta Testing program, you agree to adhere to all terms and conditions outlined in your sign-up process. Violating these terms and conditions may result in the voiding of your warranty and the subsequent removal of your access to the Beta Testing program.

Additionally, the following actions will void your warranty, as detailed below.

- Providing, supplying, or sharing any documentation or information that is shared within the Beta Testing group externally.

- Non-adherence to the guidelines provided by PTZOptics regarding the scope of testing, prohibited actions, and any specific instructions
- Forcing any Beta firmware on inappropriate or incorrect hardware

Misplaced or Stolen Product

Warranty coverage, as outlined in this document, does not apply to products that are lost, stolen, or otherwise missing.

If a product is reported as missing during shipment, please contact the shipping carrier to file a claim and notify the seller of record.

Labor or On-Site Time

Warranty coverage is limited to repair or replacement of the product at our option. The warranty does not cover any labor charges, billed hours, on-site service time, travel time, mileage, lifts, or other related costs incurred by installers, integrators, or end-users.

Secondhand or Refurbished Purchases

The only fully verifiable warranty start date is the original sell date recorded in our inventory system. Warranty coverage for secondhand products purchased through marketplace or auction sites will be determined by the original serial number.

To verify your remaining warranty, please contact us at returns@ptzoptics.com or returns@huddlecamhd.com with your serial number.

If a unit is advertised as 'refurbished' by a third party or secondhand seller, it is treated as a secondhand purchase for warranty verification and coverage.

Secondhand product(s) are unverified by PTZOptics and HuddleCamHD and will be purchased at your own risk. Warranty coverage is voided under the same circumstances outlined in the exclusions section.

Discontinued Products and Service Availability

PTZOptics and HuddleCamHD will continue to support discontinued products for as long as service parts and repair capabilities remain available.

However, if service is requested for a discontinued product that is no longer covered under its warranty, service is not guaranteed. In these cases, it's recommended to contact our sales team at partners@ptzoptics.com or partners@huddlecamhd.com for alternative replacement options.

Warranty Exclusions

Voided Warranty

A product's warranty period(s) will not apply to defects resulting from any direct or indirect cause that invalidates craftsmanship provided by PTZOptics and HuddleCamHD. Coverage may be denied if inquiries or assessment indicate that the issue(s) were caused by any of the following:

- **Damage, including accidentals, due to mishandling.** This includes cases of Acts of God, drops, falls, improper mounting or adjustment force, use of improper cleaning materials, bent/damaged pins or ports caused by excessive force, and exposure to liquids, moisture intrusion, or contamination (dust, sand, debris, or foreign objects).

- **Environmental or operating conditions outside published specifications,** including use outside the parameters detailed in the product manual.

- **Electrical or power-related issues**, including use with ungrounded or unverified outlets, improper or missing grounding, insufficient surge protection, or use of an unmodified, unauthorized, or extended power supply.

- **Incorrect or improper firmware was applied to the products, causing failure.** *If you have any questions or concerns about the firmware update process, please contact support before loading any firmware.*

- **Unauthorized disassembly, repair, or modification of internal components.** This includes "jailbreaking", modifying any protected files, or any mechanical/electrical/software changes not authorized by PTZOptics or HuddleCamHD.

- **Inclusion of third-party accessories or alterations that interfere with or prohibit operation.** Additions that would restrict mobility, block ventilation, compromise ingress protection, or otherwise contribute to malfunction or damage.

PTZOptics and HuddleCamHD may deny warranty claims in cases of suspected fraud, abuse, or violation of warranty conditions. Claims may also be denied if documentation provided to support the claim is inaccurate or falsified, including invoices, proof of ownership, service records, shipping information, or other supporting materials. This also applies in cases where the reported conditions are intentionally misrepresented.

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PTZOptics and HuddleCamHD Technical Support

Contacting Support

Technicians are available to assist in determining the unit's fault, provide troubleshooting, and offer resources to resolve issues before recommending an RMA.

PTZOptics and HuddleCamHD strongly recommend testing all products upon receipt to identify any faults or defects. Any units received and found to be defective should be reported to your original reseller or distributor as soon as possible. This will allow for the fastest turnaround time for these cases.

The PTZOptics and HuddleCamHD Support Team can be contacted through one of the following methods during standard operating hours:
Email: support@ptzoptics.com
Ticketing System: https://community.ptzoptics.com/s/
Chat: https://ptzoptics.com/
Phone: Please see the table below

PTZOptics and HuddleCamHD Toll-Free Phone Numbers *International call fees may apply*	
Serviceable Country	Toll-Free Number
American Samoa, Anguilla, Antigua & Barbuda, The Bahamas, Barbados, Bermuda, The British Virgin Islands, Canada, The Cayman Islands, Dominica, The Dominican Republic, Grenada, Guam, Jamaica, Montserrat, Northern Mariana Islands, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sint Maarten, Trinidad and Tobago, Turks & Caicos	(833) 888 9706
France	08 05 08 03 83
Germany	08001 821221
Italy	(800) 142 812
Netherlands	(0800) 636 6726
Spain	(900) 861 768
United Kingdom	(0808) 196 7677

Standard hours of operation are:
Monday through Thursday 8:00 am to 6:00 pm Eastern Standard Time,
Friday from 8:00 am to 4:00 pm Eastern Standard Time.

Phone line support **cannot be scheduled outside our standard operating hours**. Our offices are closed on weekends and major holidays. If you are experiencing scheduling conflicts, please submit a ticket, and we will contact you as soon as possible.

To assist you with the quickest possible resolution, please have the following information available when contacting support:

- The model or SKU of the PTZOptics or HuddleCamHD product
- The serial number of the PTZOptics or HuddleCamHD product
    - **The Support team cannot assist you without a valid serial number.**
- Information about the fault or issue with the product(s), including:
    - Additional information about the setup (peripherals, how the unit(s) are powered, computers, network equipment, etc.)
    - How, when, and/or why the failure or issue occurred
    - A description of the issue with as much detail as possible, including past information if applicable. A video *less than 2 minutes long* or supporting pictures is also acceptable, and preferred in most cases.

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Return Merchandise Authorization (RMA) Procedure

PTZOptics and HuddleCamHD understand the complexities that may arise when returning products internationally. For this reason, we have partnered with our distributors and resellers to make this process smoother.

If it is determined that a return merchandise authorization (RMA) is required for your product(s), **please contact your distributor or reseller directly to begin the process**.

A Direct Return should only be initiated if your direct distributor or reseller is no longer active and an RMA is still needed. Please refer to the 'Direct RMA' section below for further information.

RMA Eligibility Requirements

Return Merchandise Authorizations (RMAs) are available for products with a confirmed defect or a failure covered under the applicable warranty. The following lists detail where an RMA would and would not be eligible.

Eligible RMA Requests

An RMA request will be accepted where the product:

- Has a confirmed manufacturing defect or hardware failure
- Has suffered cosmetic damage what was present at the time of delivery and was not disclosed prior to purchase
- Does not conform to the description, specifications, or samples provided at the time of sale
- Fails to perform a specific purpose communicated to PTZOptics or HuddleCamHD prior to purchase, where compatibility or suitability was confirmed by us
- Falls within the applicable warranty period due to a covered cause

Ineligible RMA Requests

RMA requests will not be accepted for issues unrelated to a product defect or warranty-covered failure, including:

- Customer dissatisfaction, personal preferences, or change of mind, including requests to exchange model, variant, finish, or color

- Color matching preferences relative to other products, where the product matches its published description and specifications
- Subjective image, aesthetic, or performance concerns where the product is confirmed to be operating within its published specifications
- Cosmetic damage caused by the customer after delivery (including drops, scratches, or mishandling)
- Incompatibility with third-party peripherals, cabling, software, or system configurations not specified or supported by PTZOptics or HuddleCamHD, unless compatibility was confirmed prior to purchase
- Products that, following thorough troubleshooting and inspections, are confirmed to be operating within their published specifications (“No Fault Found”)*

*Note on “No Fault Found” Determinations

Where a product is evaluated and found to be operating within its published specifications, PTZOptics and HuddleCamHD reserve the right to decline the RMA request. Our evaluation process is documented and conducted in good faith. Customers who dispute a No Fault Found determination may request further information about the evaluation.

Statutory Rights

Nothing in this policy limits or excludes any statutory rights you may have under the applicable consumer protection laws of your country or region. Consumers in the United Kingdom, European Union, Australia, and other jurisdictions with mandatory consumer protection legislation retain all rights afforded to them by law, regardless of the terms of this policy. Where local law provides rights that exceed the scope of this policy, those rights will apply.

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Frequently Asked Questions Concerning the PTZOptics and HuddleCamHD International Warranty Policies

For any questions not addressed in the following points, please contact either warranty@ptzoptics.com or warranty@huddlecamhd.com.

Q: How does the warranty apply to a product repaired or replaced under warranty?

A: For any units that have been repaired or replaced while the original warranty is still in effect, the warranty applicable to the new unit will continue the previous warranty. *For example, if a PTZOptics PT20X-4K-GY-G3 was purchased in July of 2022 and was replaced under warranty in September of 2024, the warranty of the replacement camera would be valid until July of 2027.*

Q: How does the warranty apply to a product repaired outside its warranty period?

A: For any products that are repaired outside of their warranty coverage, there will be a limited 90-day warranty applicable to the product. This limited warranty will apply *only* to repairs completed on the product.

Q: Do PTZOptics and HuddleCamHD offer extended warranties?

A: Currently, neither PTZOptics nor HuddleCamHD offers or honors extended warranties. If you have purchased an extended warranty, please contact the company directly.

Q: Are there any authorized repair centers in my country?

A: As of March 2024, our center in Downingtown, PA, in the United States of America, is the only authorized repair center. All direct returns and non-warranty repairs must be brought back through this location. Please contact your direct distributor or reseller, as they may have options that can help you achieve a quicker turnaround time.

Q: How long can I expect the RMA process to take?

A: An RMA's turnaround time depends on who it is returned to. If you can send the product(s) directly to your distributor or reseller, the turnaround time will depend on their shipping and processing times. If you need to send the product(s) back to us, the average turnaround time for an international RMA (including shipping) is about 2

weeks. Please note that these estimated timeframes will vary depending on your location.

Q: Can I return my products for a refund to PTZOptics or HuddleCamHD directly?

A: PTZOptics and HuddleCamHD can only establish credit or monetary refunds for products returned from a company under our credit terms. Any credit or financial compensation through your distributor or reseller is at their discretion per their refund and warranty guidelines.

Q: Are rental or short-term loan products available through your company? What about advanced replacements?

A: PTZOptics and HuddleCamHD do not offer any rental or short-term loan programs. In addition, direct advanced replacements are not available for international products. If an advanced replacement or short-term loaner product is required, please contact your reseller or distributor, as they may assist you with alternative options.

Direct Returns

The following information relates directly to the return process for products that cannot be returned through a distributor or reseller and must be sent directly to PTZOptics or HuddleCamHD from an end user. If you can initiate an RMA and return your product(s) directly to your distributor or reseller, please do not follow the instructions below.

PTZOptics / HuddleCamHD will test, repair, or replace product(s) without charge if they are still within their warranty period. For any products(s) out of warranty, PTZOptics / HuddleCamHD will assess and repair the product(s) for a fee outlined in the following sections. Please refer to the **Warranty Exclusions** section for a complete list of items not covered under our warranty.

Direct Return Material Authorization (RMA) Procedure

All units must be deemed defective to obtain authorization for a direct RMA from either a PTZOptics/HuddleCamHD Technical Support or Returns Department member.

To gain authorization, please contact support using one of the listed methods in the '**PTZOptics and HuddleCamHD Technical Support**' section. Please note that adequate troubleshooting is required before an RMA is authorized.

Any RMA set up directly with PTZOptics or HuddleCamHD is subject to the end-user paying for all shipping and handling costs associated with returning the defective unit. Please refer to the 'Shipping and Handling' section for further information.

PTZOptics/HuddleCamHD does not assume responsibility for loss of any personal items, including but not limited to mounting hardware, cases, enclosures, or other accessories, that may not be returned if included with a service item. Please avoid sending any of these items back.

Direct Return Material Authorization (RMA) Number

Once a Support or Returns Department member has authorized an RMA, you will receive a link to an online form requiring the following information. Please complete all categories within the form to the best of your ability, and note that the Returns Department will contact you with any further questions or if clarification is needed.

You will also be required to send a copy of the invoice associated with the purchase to returns@ptzoptics.com. Please provide an invoice that includes the unit's serial number.

If you have any additional videos, pictures, or other supporting materials for your return, please email those to returns@ptzoptics.com as well.

Discontinued Product

If an RMA is raised for a discontinued product or there is no stock available for the product, the Returns Department will contact the customer before setting up any applicable paperwork to discuss alternative resolutions.

All resolutions and offerings are at the discretion of the returns manager on a case-by-case basis.

Please note that discontinued products no longer covered under their warranty may not have any applicable resolutions.

Shipping and Handling

PTZOptics / HuddleCamHD will provide a prepaid ground shipping return label for any defective product(s) returned to us within 60 days of initial purchase, as noted on the invoice.

Outside of the initial 60 days after purchase, PTZOptics/HuddleCamHD will not pay for any inbound shipping fees.

Inbound shipping fees include shipping and freight charges, tariffs, delay or holding fees, taxes, duties, port charges, destination charges, and documentation charges.

Once your RMA paperwork has been completed, you will be provided with various importation and supporting documents to decrease fees as much as possible. **Failure to follow the procedures outlined in these documents and any correspondence with the Returns Department may result in additional costs, delays, or outright refusal of your return.**

PTZOptics/HuddleCamHD will pay for outbound shipping, transportation, and all additional fees for all returned items under warranty, but will not assume responsibility for loss or damage caused by the outbound freight carrier. For any items returned outside their warranty, the end-user will be responsible for all charges, including, but not limited to, shipping, fees, and import tariffs.

If the return shipment appears damaged, please collect photographic evidence immediately. Pictures should include, but not be limited to, a picture of the shipping label and the damages sustained. Remember to retain the original boxes, packing material, and all other associated documentation. **You must contact the carrier directly as soon as possible.**

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Direct Return Frequently Asked Questions

Please refer to the points below for frequently asked questions concerning the PTZOptics and HuddleCamHD warranty statement and international policies. For any questions not addressed in the following points, please contact either warranty@ptzoptics.com or warranty@huddlecamhd.com.

Q: How long is my RMA valid if shipping back directly? What if I'm unable to return it within the time allotted?

A: Our standard timeframe for RMAs to be open is 21 consecutive days from the date the paperwork is completed. If you need additional time to complete the shipping process, please contact returns@ptzoptics.com or returns@huddlecamhd.com with your RMA number and request an extension.

Q: What needs to be included in my return?

A: Every PTZOptics and HuddleCamHD return must include the defective product(s), a printed copy of the RMA paperwork, and **all** additional paperwork provided by the Returns Department in your RMA email. Please do not hesitate to contact them with any further questions.

Q: How should the product(s) be packaged for the return? Are there any special instructions?

A: All PTZOptics and HuddleCamHD products should be returned in original packaging. This includes the original box and packaging materials. The product box should then be placed inside a larger shipping box to prevent damage to the product or the box during shipping. Please note the RMA number on the outside of the shipping box and follow the instructions from the Returns Department for placing the provided paperwork. *It is also requested that styrofoam and/or packing peanuts not be used or placed in direct contact with the hardware during shipment, as this may damage the product.*

Q: I returned an RMA, which was refused at your location. Why is this?

A: PTZOptics and HuddleCamHD will refuse packages when returns arrive with severe external damage, without an explicitly marked RMA number, or before landing, had issues surrounding the import. (or associated import fees)

Q: Can I return my products for a refund to PTZOptics or HuddleCamHD directly?

A: PTZOptics and HuddleCamHD can only establish credit or monetary refunds for products returned from a company under our credit terms. If a return through a

distributor or reseller is not possible, the only available option is to have your product(s) repaired or replaced.

Q: Are rental or short-term loan products available through your company? What about advanced replacements?

A: PTZOptics and HuddleCamHD do not offer any rental or short-term loan programs. In addition, direct advanced replacements are not provided for international products.

Q: **How do I check the status of my RMA?**

A: Currently, the best way to check the status of your RMA is to email returns@ptzoptics.com or returns@huddlecamhd.com with your RMA number.

Q: **What happens if I can not locate my RMA number?**

A: If you cannot locate your RMA number, please contact returns@ptzoptics.com or returns@huddlecamhd.com, along with the email address, company name, phone number, and first and last name associated with your RMA.

Q: **Am I, the end-user, able to repair my unit myself?**

A: PTZOptics and HuddleCamHD only recognize the validity of repairs completed within our authorized repair center. In certain exceptions, the Returns Department may be able to provide repair parts for specific units for a parts fee plus shipping and handling. If you wish to complete personal repairs, you accept responsibility for any potential failures, incompatibilities, etc., and you understand that by repairing your product, you will void its warranty.

PTZOptics and HuddleCamHD are not liable for any damages or issues arising from product malfunctions based on an incorrect or improper repair. Please be advised that if you undertake personal maintenance, you do so at the risk of voiding your product's warranty.

PTZOptics and HuddleCamHD will not be held responsible for any direct, indirect, incidental, or consequential damages that may result from such actions. Damages include, but are not limited to, data loss, business interruption, or other financial losses. We strongly recommend utilizing our authorized service provider for any repair or maintenance needs to ensure the integrity and performance of your product(s). By proceeding with self-repairs, you acknowledge and agree to these terms, absolving PTZOptics and HuddleCamHD of liability related to such actions.

Q: **Will my in-warranty product(s) be repaired or replaced?**

A: The returned product(s) will be repaired or replaced based on criteria such as availability of parts, complexity, extent of issues, and the relative age of the unit. If a unit is returned and can be repaired, that will always be the first chosen option.

Q: **What changes if I have a multiple-item RMA?**

A: If multiple items need to be sent back at once, you may either fill out the RMA form once per item or list all products on one instance of the form. If you are returning items from both PTZOptics and HuddleCamHD in the same return, please mark whichever brand you are returning the majority of when requested.

Non-Warranty Repair Terms

PTZOptics and HuddleCamHD will attempt to repair any non-obsolete product that does not fall within its valid warranty period.

End-users are responsible for, and agree to pay, for all parts, labor, and return shipping fees associated with the complete repair of the product(s) in question.

End-users will receive a courtesy email outlining estimated total repair charges once the unit has been received back and fully assessed. If confirmation or denial of the resolution or repair fees is not received within 30 days of the courtesy email, the unit in question will be returned unrepaired, with shipment details payable to the end-user.

End-users are responsible for all shipping charges to and from PTZOptics / HuddleCamHD and may use their preferred carrier by providing a valid account number.

Non-Warranty Repair Charges

Total repair charges are determined per unit per RMA instance and consist of the following:

- Labor fees
- Repair parts used
- Return shipping and handling charges

Charged labor fees include only troubleshooting and repair time. Any time required for burn-in or final testing is not applied to final charges. Please contact returns@ptzoptics.com or

returns@huddlecamhd.com with any questions about current pricing or labor fees.

Minimum Labor Charges

All non-warranty repairs are subject to a minimum evaluation/repair labor charge, even if no problem is found. Please contact the PTZOptics / HuddleCamHD Returns Department for the current applicable rate.

Non-Warranty Repair Estimates

Estimates of repair charges for a specific problem may vary significantly in the final pricing. All repair estimates provided by the Support or Returns Departments are subject to change once the product(s) are received and evaluated.

Once evaluated, the end-user will receive a written estimate before repairs on the product(s) can proceed. *The Returns Department at PTZOptics and HuddleCamHD requires written confirmation via email of the repair estimate provided. Verbal confirmation of the repair estimate will not be accepted.*

PTZOptics and HuddleCamHD do not guarantee that the estimates provided for repairs are the final repair costs. In some cases, actual repair costs may exceed the provided estimate. Regardless of the previous estimate, the end user will still be responsible for the final repair costs.

Additional Non-Warranty Repair Policies

Duration of Repair

Products are repaired on a first-come, first-served basis.

The turn-around time of a particular repair depends upon circumstances such as product type, the nature of the problem, and current repair volumes. Currently, PTZOptics and HuddleCamHD can not guarantee a specific repair timeframe.

Repair Warranty

PTZOptics and HuddleCamHD guarantee all of its repair work, performed on non-warranty items, for 90 days, beginning when the repaired product is shipped back to the end-user. This date will be noted on the invoice included in your return.

If the original problem described is not resolved or recurs within 90 days, PTZOptics / HuddleCamHD will repair the unit free of labor charges. Please note that additional material charges may apply unless the parts that affect the repair are again deemed defective.

Limitation of Liability

Except as provided in this warranty and to the maximum extent permitted by law, PTZOptics and HuddleCamHD are not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, compromise or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing any program or data used with the PTZOptics and HuddleCamHD product whether or not secured by a security device which may be included with the product.